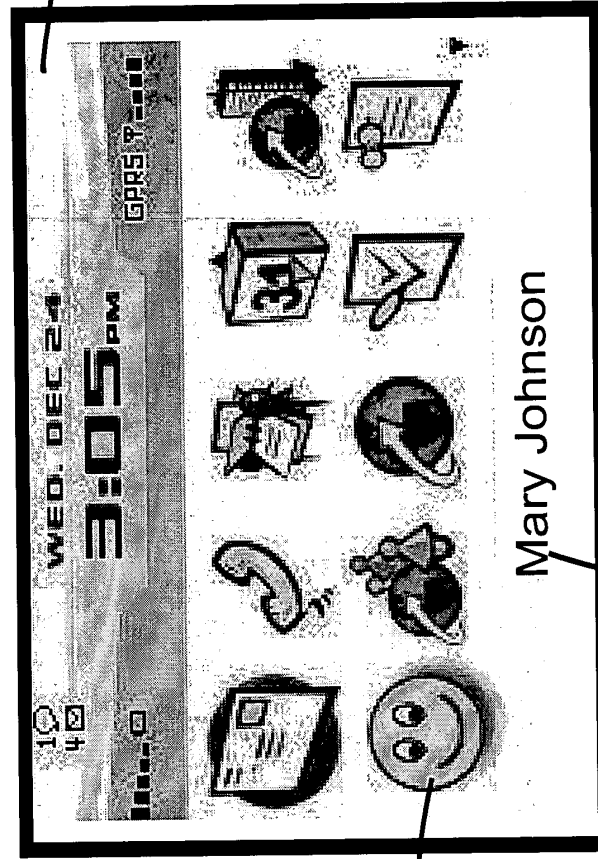


Fig. 1

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52

Mary Johnson

54

Fig. 2

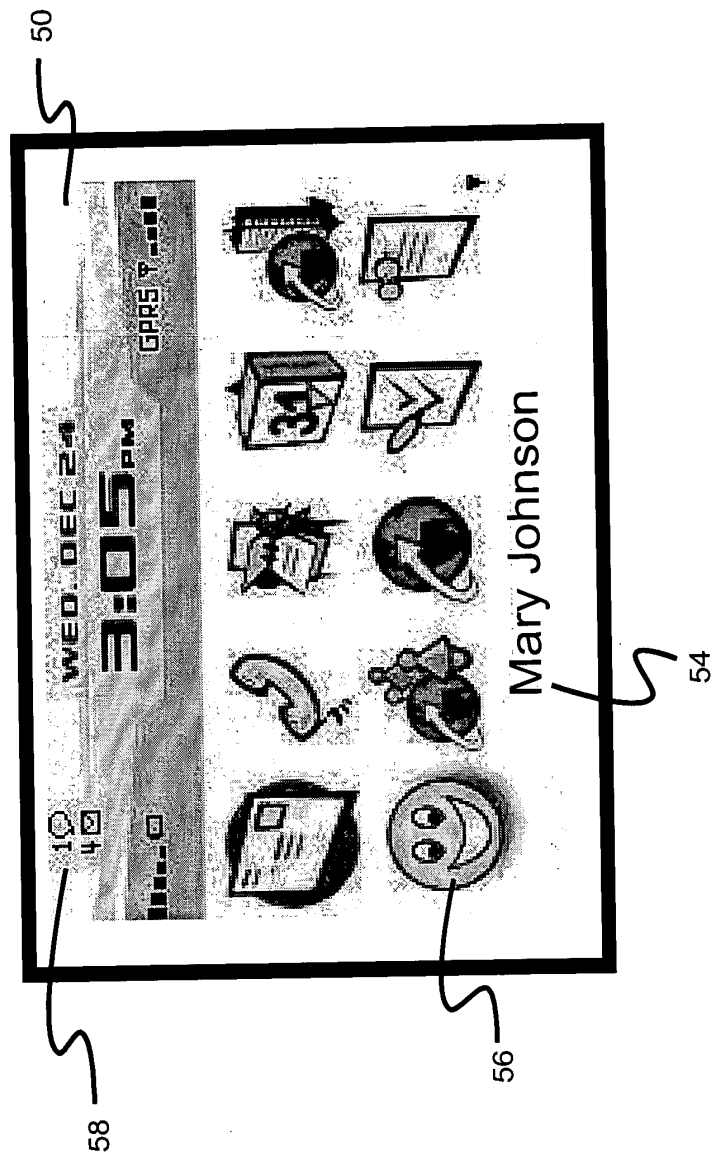


Fig. 3

New Messages from Mary Johnson

✉ 4:23 Re: running late I'm just getting on ...

Email	Phone
✓ 4:20p Running late	📞 12:03p Mar 5, 03
✉ 1:02p FW: Presentation	📞 6:22p Mar 4, 03
📁 12:15p Re: your call	
✓ 11:50 Your call	

SMS

📱 1:09p Mar 5, 03

Instant Messages

- ◀ He says he'll buy if I cut off another 5%
- ▷ Tell him you can do it if he puts in a PO for 5k more units for May.
- ◀ Free shipping too...
- ◀ I hope our margins can handle this.
- ▷ Way to go! Good selling on ya!

62

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Fig. 4

New Messages from Mary Johnson

4:23 Re: running late

Email

4:20p Running late

1:02p FW: Presentation

12:15p Re: your call

11:50 Your call

Instant Messages

He says he'll buy if I

Tell him you can do

for 5k more units for N

Free shipping too...

I hope our margins can

Way to go! Good sell

Email Mary Johnson

SMS Mary Johnson

Call Mary Johnson

QM Mary Johnson

View Message

File Message

Delete Message

Reply

Forward

Etc...

Sort Chronologically

Cancel

Hide

Fig. 5a

Chronological Messages from Mary Johnson

4:23 Re: running late I'm just getting on the bus shortly

4:20p Running late

2:22p Way to go! Good selling on ya!

1:09p Mar 5, 03

1:05p I hope our margins can handle this.

1:04p Free shipping too...

1:02p FW: Presentation

12:35p Tell him you can do it if he puts in a PO for 5k more units for May.

12:32p He says he'll buy if I cut off 5%

12:15p Re: your call

12:03p Mar 5, 03

11:50 Your call

Fig. 5b